



**QUALITY PROCEDURES MANUAL**

CPSU-HRMO-QPRM-01

Rev.: 00

**HUMAN RESOURCE MANAGEMENT**

Eff. Date: 12/20/2016

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### Provision of Resources

The CPSU shall determine, support and provide the resources needed to:

- a. Implement and maintain the Quality Manual System, and continually improve its effectiveness; and
- b. Enhance customer satisfaction by meeting customer requirements.

### Human Resources

The CPSU Top Management shall identify resource requirements, and provide adequate academic and support staff, including the assignment of trained personnel for management, performance of work, and to meet the minimum standard to produce competent graduates.

#### Enhancement of Competence and Awareness through Training

The CPSU Top Management shall hire persons who possessed the necessary qualifications and competencies for any vacant position. As a minimum, the CPSU shall follow the guidelines and requirements set by the Civil Service Commission (Recruitment Procedure). For designated positions, selection shall be based from the established guidelines/criteria for the position.

Documented procedures are maintained in identifying the training needs, and providing trainings to personnel performing activities affecting quality education and training services. This maintenance shall be done by the respective Deans/Directors/Program Heads/Division Chiefs of the different departments (Identification of Training Needs Procedure);

Identification of personnel to undergo training shall be on the basis of their designations, assigned tasks, performance, education, training and experience; and

Records of personnel education, training, skills and experience shall be maintained in the 201 files/Personnel Data file.

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**Procedure on Recruitment and Selection of Personnel**

1. Upon the approval of the SUC President, the HRMO shall publish the vacant position in the CSC Bulletin of Vacant Positions or through other modes of publication, and post the same in three (3) conspicuous places in the agency for at least ten (10) working days;
2. The HRMO shall accept and list the candidates aspiring for the vacant position either from within or outside of the agency, including qualified next-in-rank employees who intended to apply;
3. Conduct preliminary screening of the qualifications of all candidates in consideration of performance, education and training, eligibilities (if any) and other accomplishments and come up with a selection line-up;
4. Notify all applicants of the outcome of the preliminary screening;
5. Submit the selection line-up which reflects the comparative competence of qualifications of candidates to the Personnel Selection Board (PSB) for final screening;
6. The PSB shall make a systematic assessment of the competence and qualifications of candidates for appointment to the corresponding level positions;
7. The PSB shall submit the list of candidates recommended for appointment from which the appointing authority shall choose the applicant to be appointed. The list of recommended candidates should specify the top five candidates whose overall points scores are comparatively at par;
8. The appointing authority shall assess the merits of the PSB's recommended candidate/s for appointment and in the exercise of sound discretion, select, in so far as practicable, from among the top five ranking applicants deemed most qualified for appointment to the vacant position;
9. The HRMO shall prepare the appointment in accordance with the provisions of the agency's CSC approved merit selection plan;
10. The HRMO shall post a notice announcing the appointment of an employee in three conspicuous places in the agency a day after the issuance of the appointment for at least fifteen (15) calendar days.

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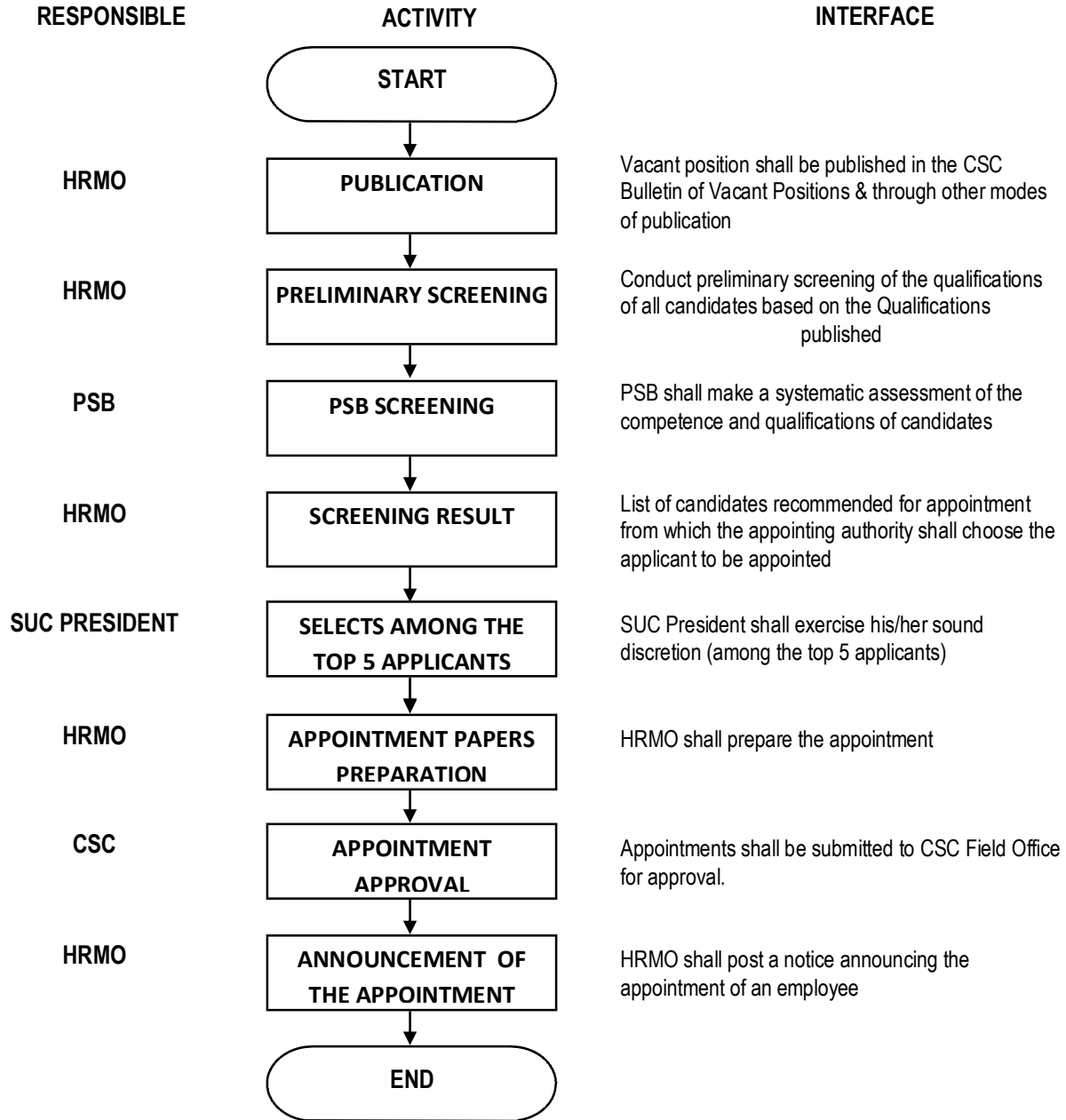
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**Performance Evaluation**

1. The immediate supervisor shall require all personnel to submit a copy of the approved IPCR target scheduled on January to June and July to December for non-teaching personnel and June to October and November to March for teaching personnel prior to the start of the performance period;
2. The immediate supervisor shall monitor the performance of the personnel to ensure that timely and appropriate steps are taken to keep a program on track and to ensure that its objectives and goals are done in the most effective manner;
3. Coaching and mentoring shall be done by the immediate supervisor periodically or as needed;
4. The immediate supervisor shall indicate quantitative comments, observations and recommendations in the individual employee's performance commitment and review form;
5. Employee's assessment shall be discussed by the supervisor with the concerned ratee prior to the submission of the individual employee's performance and commitment review form to the Head of Office;
6. The immediate supervisor shall determine the final assessment of performance level of the individual employee in his/her Office based on proof of performance.
7. Submit the approved IPCR duly signed by the immediate supervisor and other signatories not later than the 15<sup>th</sup> day of the following month after the end of the rating period; and
8. The Campus Administrator of each extension campus shall submit the summary result of Personnel Performance to the Main Campus and copy shall be submitted to CSC Field Office.

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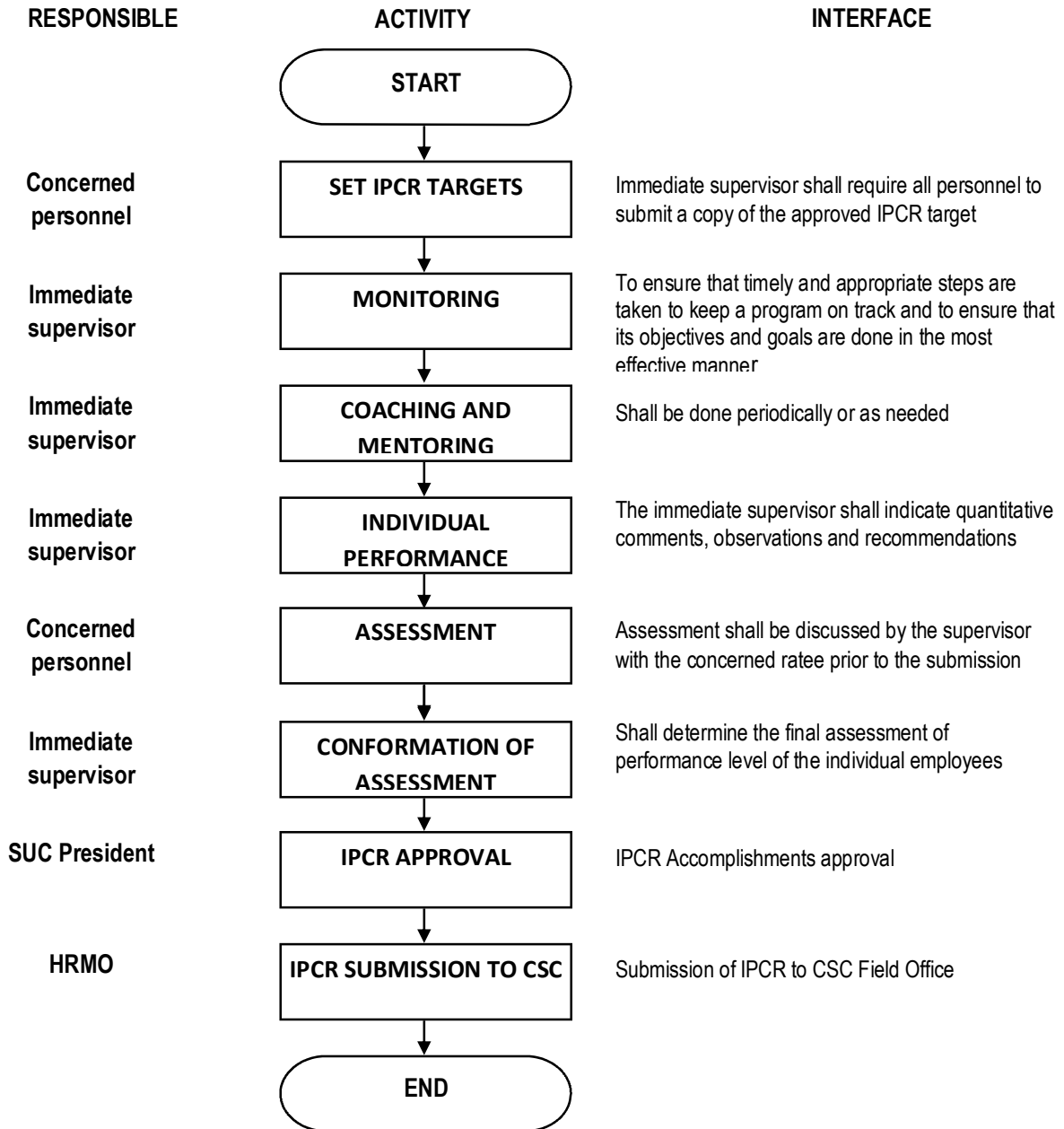
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**Procedures on the Availment of Scholarship Privileges from the Faculty and Staff Development Program**

**Agency Funded**

1. The applicant shall submit letter of intent to apply for study leave/privileges addressed to the SUC President, and noted by the Dean/Campus Administrator/ Division Head;
2. The Dean/Campus Administrator/Division Head and Faculty and Staff Development Committee (FSDC) shall convene to deliberate the application as to compliance with the requirements: (i.e. notice of admission from accredited and reputable institution, availability of funds, applicant's services can be dispensed with, and if application is within the Faculty and Staff Development Program of the college/campus).
3. The FSDC shall endorse to the Vice President for Academic Affairs for teaching personnel and Vice President for Administration and Finance for non-teaching personnel, and shall be recommended for approval by the SUC President;
4. The qualified applicants shall be endorsed to the University Administrative Council who shall endorse these applications for approval by the BOR;
5. The Board Secretary shall issue certification on BOR action to the applicant concern within 15 days after the Board meeting. A copy shall be furnished to the FSDC for appropriate action; and
6. A scholarship contract shall then be executed between the applicant and the University, through the Office for Human Resource Management.

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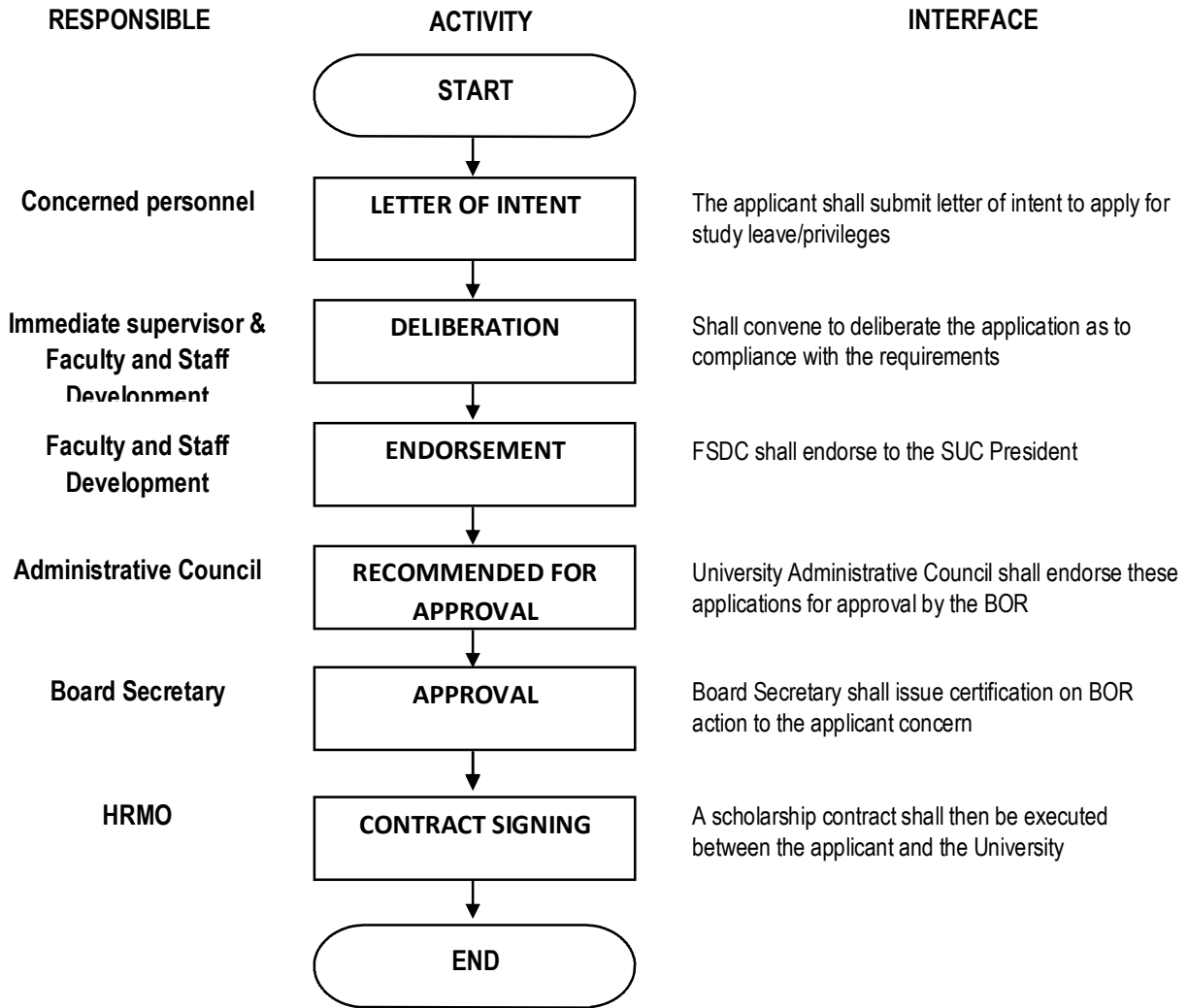
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**Externally Funded**

1. All faculty and staff availing of scholarships with funding from external sources shall inform the Dean/Campus Administrator/Division Head in writing;
2. The Dean/Campus Director/Division Head shall convene the FSDC to deliberate the application as to compliance with the requirements: (i.e. notice of admission from accredited and reputable institution, scholarship contract with sponsoring agency, applicant's services can be dispensed with, and if application is within the college/school/campus).
3. The FSDC shall endorse the application to the SUC President;
4. The University Administrative Council shall endorse qualified applications for approval by the BOR;
5. The Board Secretary shall issue certification on BOR action to the applicant 15 days after the Board meeting. A copy shall be furnished to the FSDC for appropriate action; and
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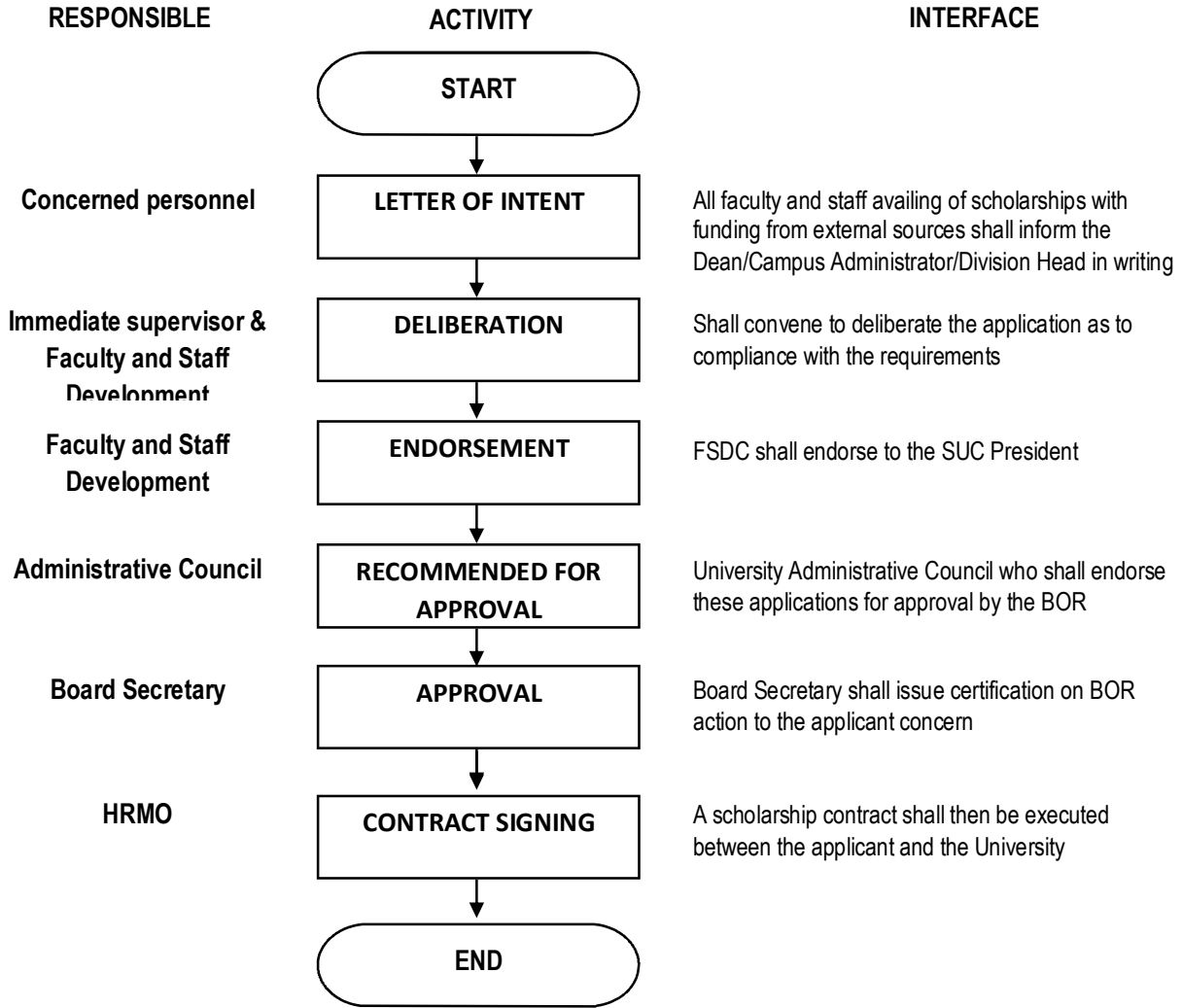
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**Procedures on Seeking Redress for Complaints and Grievances**

An individual, faculty or employee may present his or her complaints and grievances orally or in writing at his/her own initiative without resorting to legal technicalities to his/her immediate supervisor.

**1. Oral or Written Presentation with Immediate Supervisor**

The immediate supervisor shall act on the complaint and shall inform the aggrieved party of the corresponding action within three (3) working days upon receipt of the presentation;

**2. Appeal to the Next Higher Supervisor**

If a complainant or aggrieved party is not satisfied with the verbal or written decision of his/her immediate head/supervisor, he/she shall submit in writing the subject grievance/complaint and the decision made within five (5) working days upon receipt of the decision from his immediate supervisor to the next higher supervisor, who shall render his/ her decision within five (5) working days from receipt thereof.

**3. Appeal to the Grievance Committee**

If a complainant or aggrieved party is not satisfied with the decision of the next higher supervisor he/she may appeal his grievance to the Grievance Committee Department/College within five (5) working days from receipt of the decision.

The Grievance Committee, upon receipt of the complaint/appeal shall conduct within ten (10) days an investigation and hearing and shall render a decision within five (5) days after the investigation.

**4. Appeal to the Top Management**

If a complainant or aggrieved party is not satisfied with the decision of the Grievance Committee of the Department/College/Campus, he/she may elevate his grievance through the Committee to the Campus Director/President of the University or his duly designated representative as the case applies, within five (5) working days upon receipt of the Committee decision.

The Campus Administrator/SUC President or his duly designated representative shall make the decision within ten (10) working days upon receipt of the complainant/grievance.

If a complainant or aggrieved party is not satisfied with the decision of the Top Management or after exhausted mediation and conciliatory proceedings have not come to a settlement, the grievance or

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appeal may be elevated to the Board of Regents, who shall if necessary conduct investigation, hearing and render a decision within fifteen (15) days from receipt thereof.

In cases where the complainant or aggrieved party is not satisfied with the decision of the Board, the individual/party concerned or their duly authorized representative may file a petition for reconsideration of the decision to the Board. Such petition shall be resolved by the Board within fifteen (15) working days upon receipt thereof. Thereafter the Boards' decision is final and executory unless appeal from the said decision is brought to the Civil Service Commission.

**5. Appeal to the Civil Service Commission**

If the individual or aggrieved party is not satisfied with the decision of the Top Management, the individual, aggrieved party or their duly authorized representative may appeal or elevate the complaint/grievance to the Civil Service Commission within fifteen (15) working days from the receipt of such decision. Together with the appeal, the individual or aggrieved party shall submit a Certification on the Final Action on the Grievance (CFAG).

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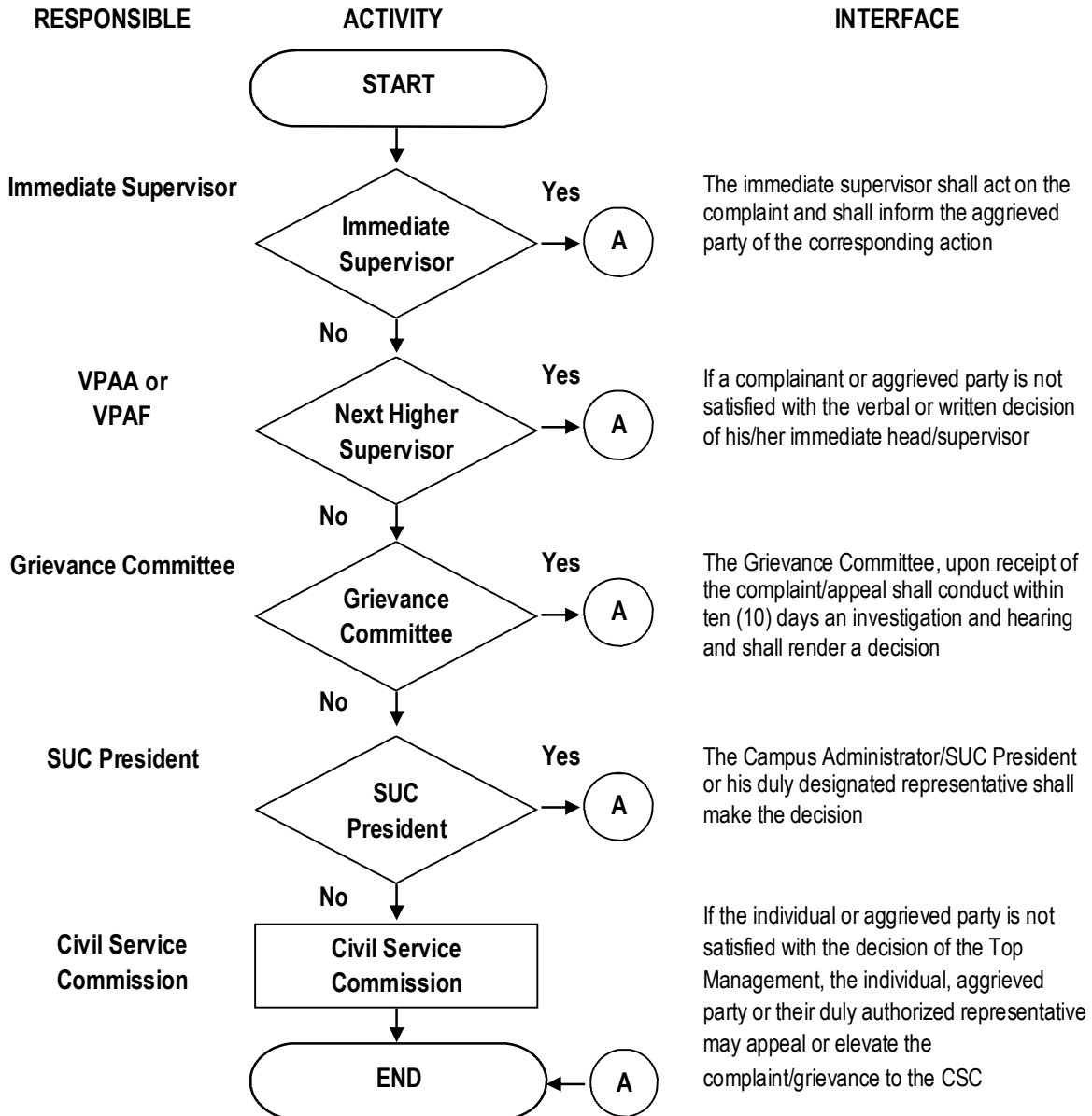
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**Enhancement of Competence and Awareness through Training**

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**QUALITY PROCEDURES MANUAL**

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**PERFORMANCE EVALUATION**

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**Performance Evaluation**

1. The immediate supervisor shall require all personnel to submit a copy of the approved IPCR target scheduled on January to June and July to December for non-teaching personnel and June to October and November to March for teaching personnel prior to the start of the performance period;
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7. Submit the approved IPCR duly signed by the immediate supervisor and other signatories not later than the 15<sup>th</sup> day of the following month after the end of the rating period; and
8. The Campus Administrator of each extension campus shall submit the summary result of Personnel Performance to the Main Campus and copy shall be submitted to CSC Field Office.

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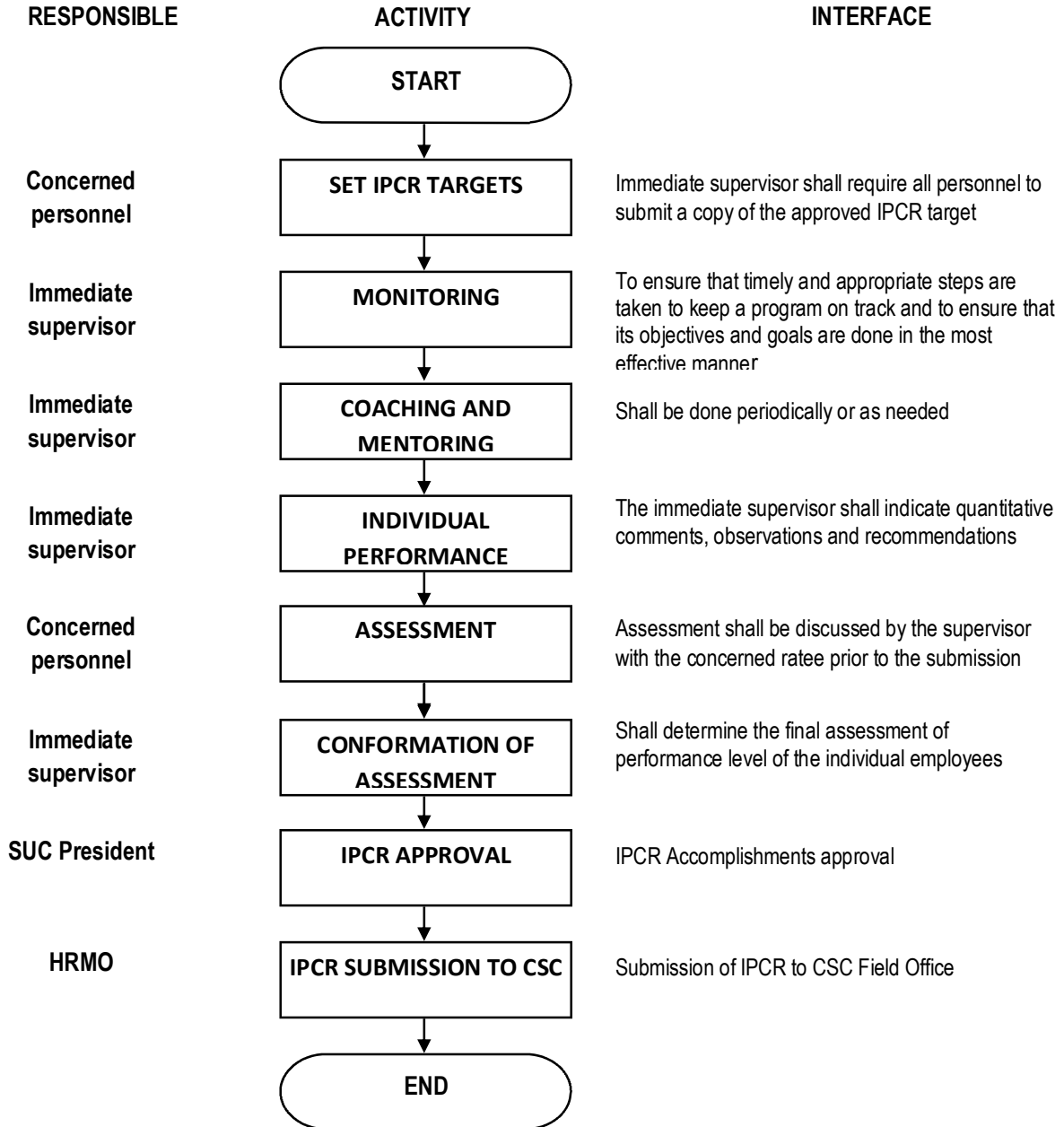
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**QUALITY PROCEDURES MANUAL**

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**RECRUITMENT AND SELECTION OF PERSONNEL**

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**Procedure on Recruitment and Selection of Personnel**

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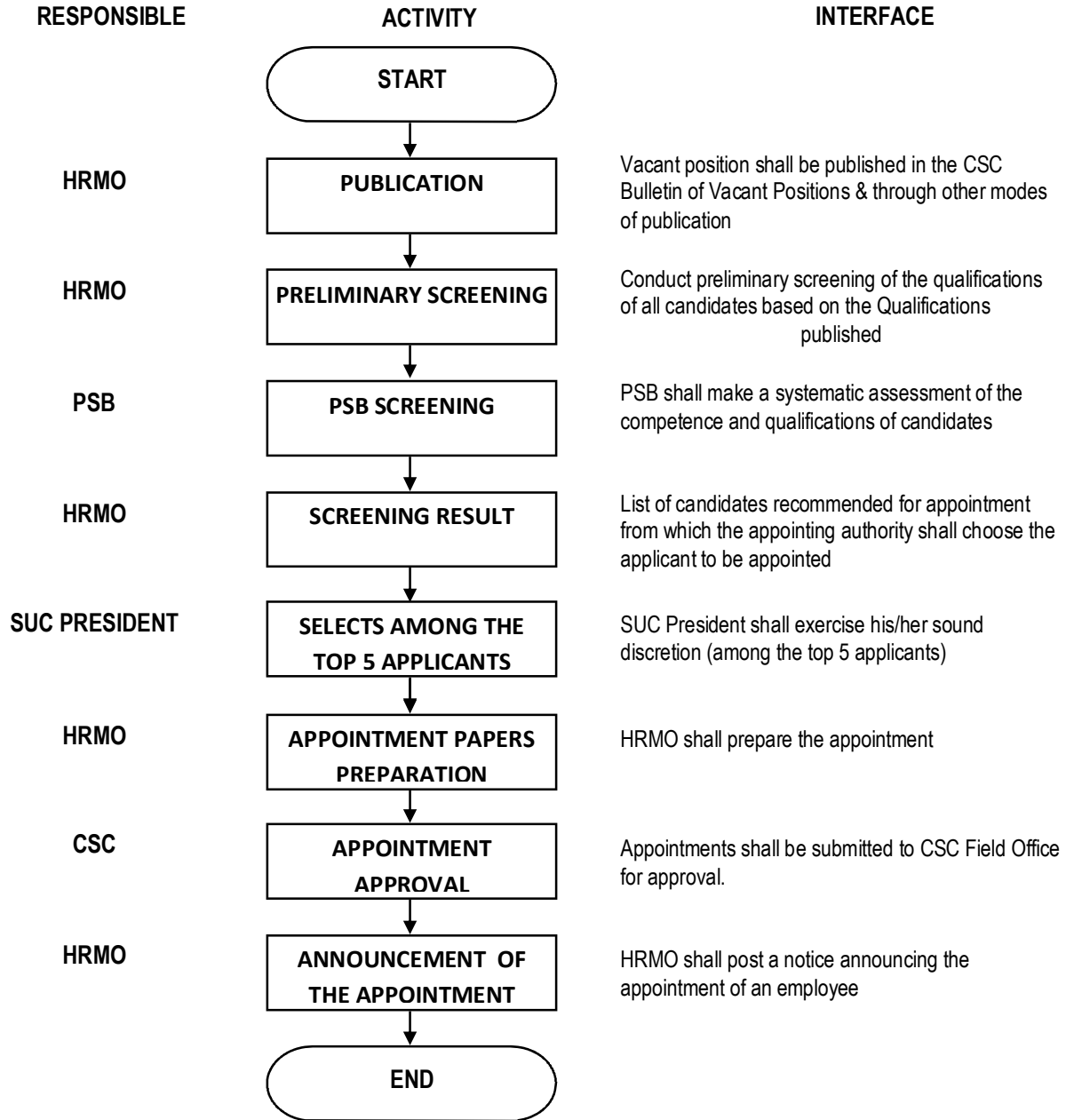
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**RECRUITMENT AND SELECTION OF PERSONNEL**

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**CENTRAL PHILIPPINES STATE UNIVERSITY**  
Kabankalan City, Negros Occidental

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**SCHOLARSHIP PRIVILEGES FROM THE FACULTY AND  
STAFF DEVELOPMENT PROGRAM**

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**Procedures on the Availment of Scholarship Privileges from the Faculty and Staff Development Program**

**Agency Funded**

1. The applicant shall submit letter of intent to apply for study leave/privileges addressed to the SUC President, and noted by the Dean/Campus Administrator/ Division Head;
2. The Dean/Campus Administrator/Division Head and Faculty and Staff Development Committee (FSDC) shall convene to deliberate the application as to compliance with the requirements: (i.e. notice of admission from accredited and reputable institution, availability of funds, applicant's services can be dispensed with, and if application is within the Faculty and Staff Development Program of the college/campus).
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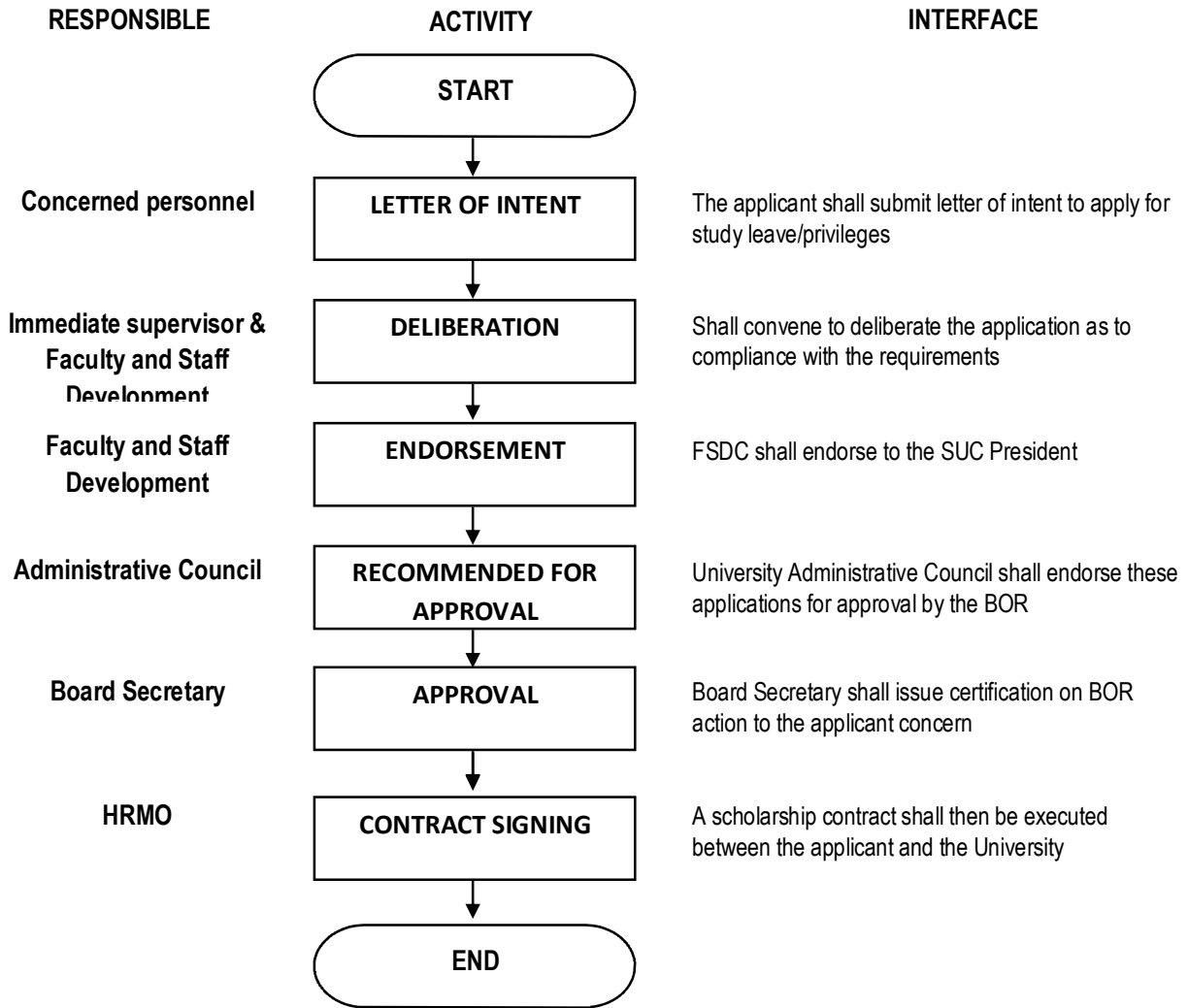
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**SCHOLARSHIP PRIVILEGES FROM THE FACULTY AND  
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**Externally Funded**

1. All faculty and staff availing of scholarships with funding from external sources shall inform the Dean/Campus Administrator/Division Head in writing;
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3. The FSDC shall endorse the application to the SUC President;
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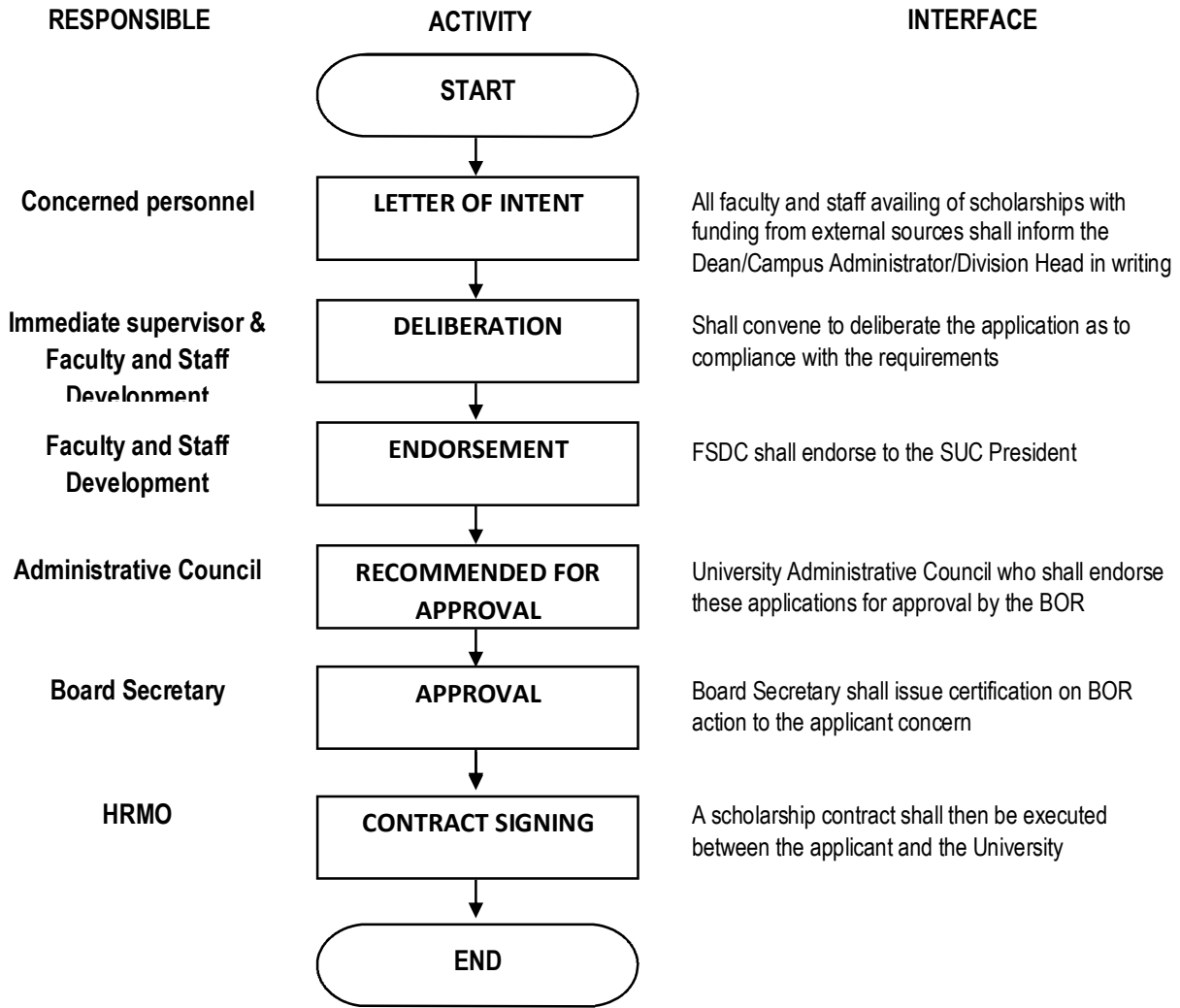
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**SEEKING REDRESS FOR COMPLAINTS AND GRIEVANCES**

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**Procedures on Seeking Redress for Complaints and Grievances**

An individual, faculty or employee may present his or her complaints and grievances orally or in writing at his/her own initiative without resorting to legal technicalities to his/her immediate supervisor.

**1. Oral or Written Presentation with Immediate Supervisor**

The immediate supervisor shall act on the complaint and shall inform the aggrieved party of the corresponding action within three (3) working days upon receipt of the presentation;

**2. Appeal to the Next Higher Supervisor**

If a complainant or aggrieved party is not satisfied with the verbal or written decision of his/her immediate head/supervisor, he/she shall submit in writing the subject grievance/complaint and the decision made within five (5) working days upon receipt of the decision from his immediate supervisor to the next higher supervisor, who shall render his/ her decision within five (5) working days from receipt thereof.

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If a complainant or aggrieved party is not satisfied with the decision of the next higher supervisor he/she may appeal his grievance to the Grievance Committee Department/College within five (5) working days from receipt of the decision.

The Grievance Committee, upon receipt of the complaint/appeal shall conduct within ten (10) days an investigation and hearing and shall render a decision within five (5) days after the investigation.

**4. Appeal to the Top Management**

If a complainant or aggrieved party is not satisfied with the decision of the Grievance Committee of the Department/College/Campus, he/she may elevate his grievance through the Committee to the Campus Director/President of the University or his duly designated representative as the case applies, within five (5) working days upon receipt of the Committee decision.

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appeal may be elevated to the Board of Regents, who shall if necessary conduct investigation, hearing and render a decision within fifteen (15) days from receipt thereof.

In cases where the complainant or aggrieved party is not satisfied with the decision of the Board, the individual/party concerned or their duly authorized representative may file a petition for reconsideration of the decision to the Board. Such petition shall be resolved by the Board within fifteen (15) working days upon receipt thereof. Thereafter the Boards' decision is final and executory unless appeal from the said decision is brought to the Civil Service Commission.

**5. Appeal to the Civil Service Commission**

If the individual or aggrieved party is not satisfied with the decision of the Top Management, the individual, aggrieved party or their duly authorized representative may appeal or elevate the complaint/grievance to the Civil Service Commission within fifteen (15) working days from the receipt of such decision. Together with the appeal, the individual or aggrieved party shall submit a Certification on the Final Action on the Grievance (CFAG).

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**QUALITY PROCEDURES MANUAL**

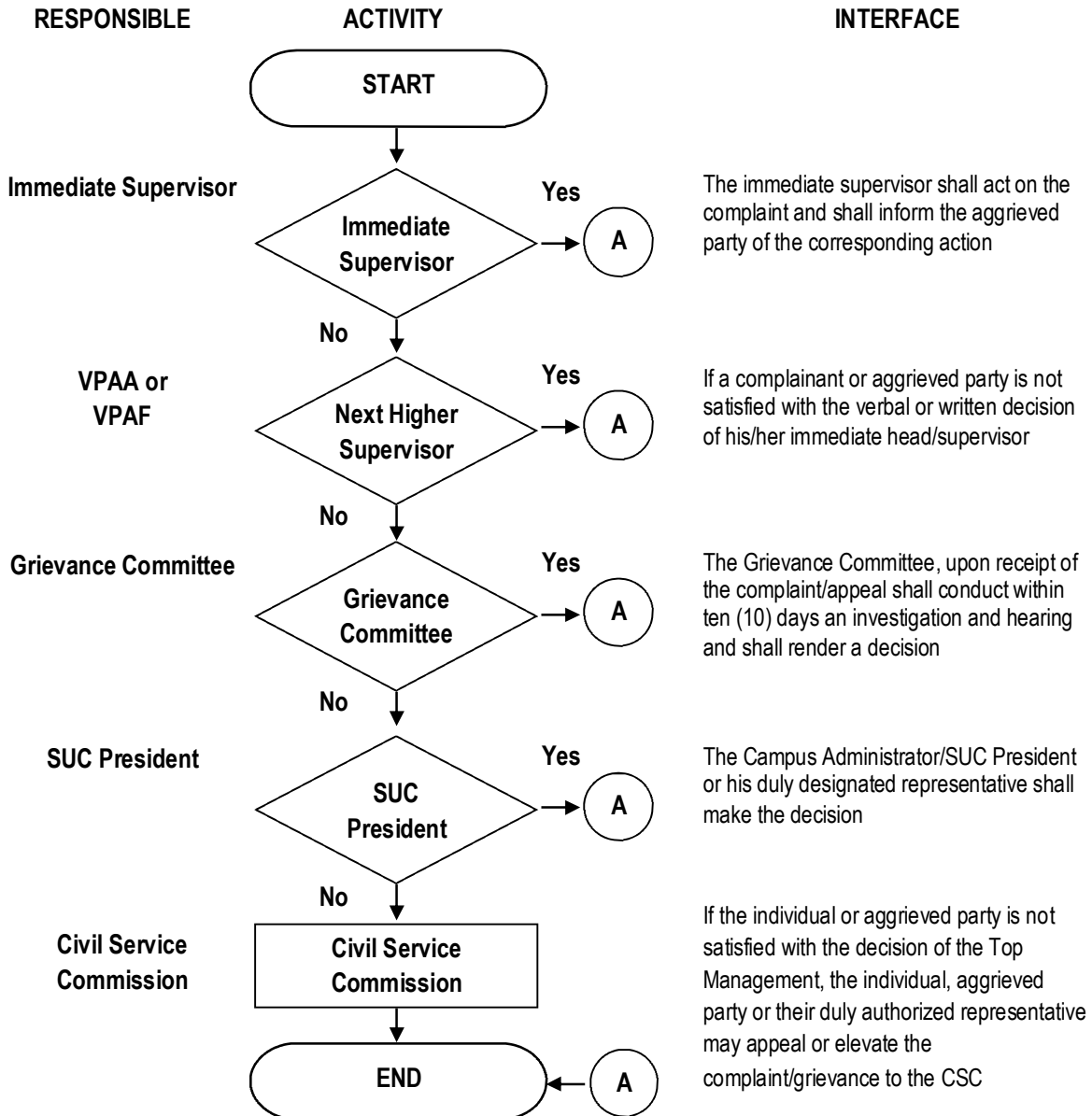
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Rev. :00

**SEEKING REDRESS FOR COMPLAINTS AND GRIEVANCES**

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